

2019年房委會工程和物業管理工地安全研討會

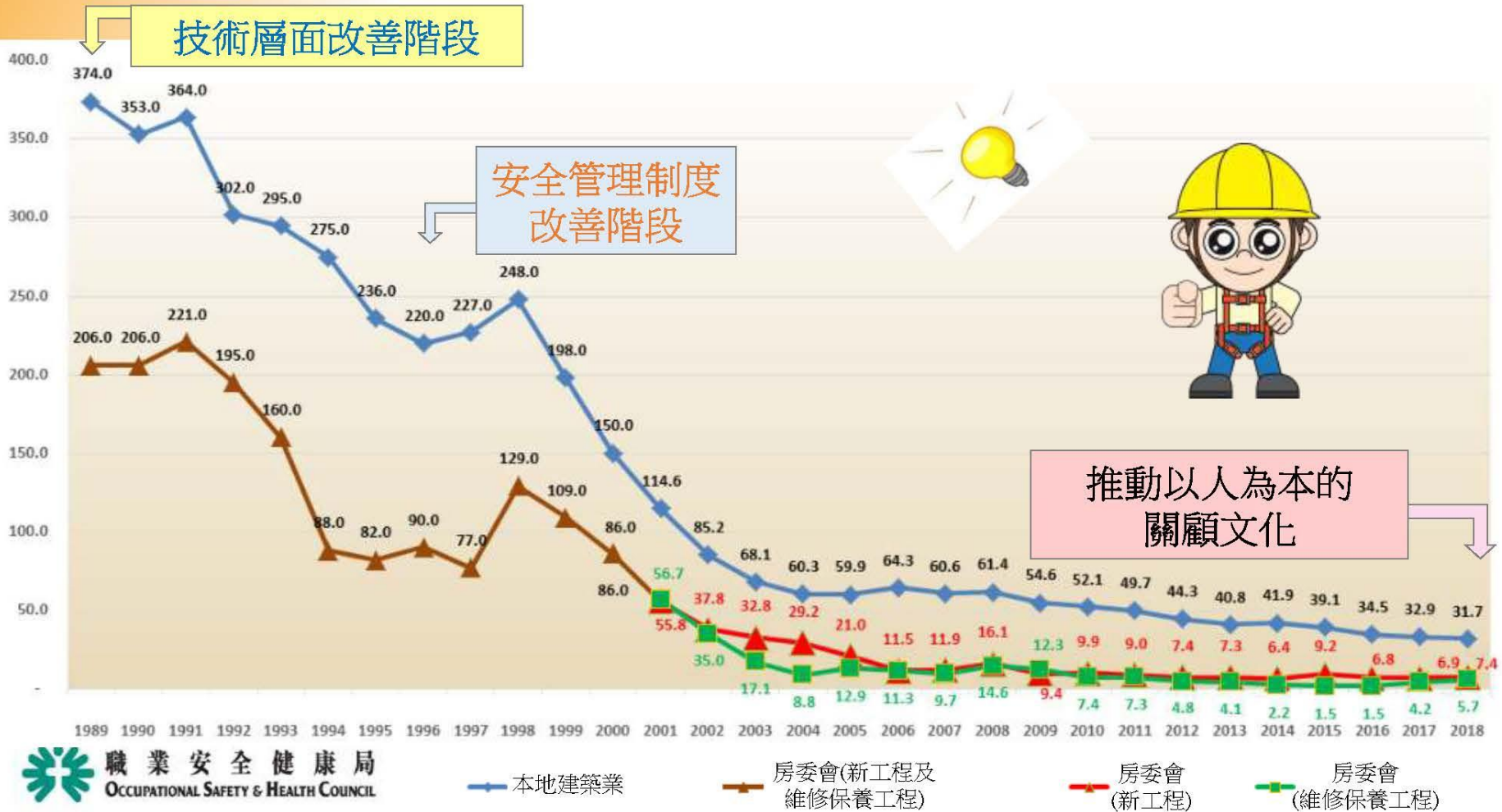
建構以人為本的關顧文化

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首席顧問

建構以人為本的關顧文化

提升職安健的歷程



建構以人為本的關顧文化

工地管理模式的轉變

過去

- 透過命令及監督
- 以督導方式建立安全工作環境



現在

- 透過訓練及指導
- 以小組方式推動安全管理制度



將來

- 透過關愛及照顧
- 建構以人為本安全關顧文化



建構以人為本的關顧文化

可傳播的關顧文化



建構以人為本的關顧文化

關顧文化的重要元素

四個以人為本的
關顧元素



建構以人為本的關顧文化

大家一同實踐關顧文化

C

CONCERN 關心

公司是真正關心工友的安全
上司與工友經常談論地盤的安全事宜
公司有提供足夠的資源來做好安全

A

APPRECIATION 感激

公司鼓勵工友提出安全改善的建議
工友會因安全工作而被讚賞
施工要安全，才可以得到同組工友的認同

R

RESPECT 尊重

公司進行風險評估或制定安全程序時會徵求工友的意見
公司經常實行工友提出的安全改善建議
為了確保安全，這裏的工作經常有安排足夠人手

E

EMPATHY 同理心

管理層和工友就有關安全事宜作良好溝通
同組人員都認同並承擔安全的責任
工友被給予合理的時限去完成工作



建構以人為本的關顧文化

推動關顧文化的歷程



(1) 17年9月
第21屆世界工作場所
安全與衛生大會汲取經驗



(3) 18年3月
收集持份者對推
行關顧文化的意見



(5) 18年9月
諮詢持份者將關顧文化計劃納入
房委會安全稽核系統的意見



(2) 17年12月
進行關顧文化先導計劃

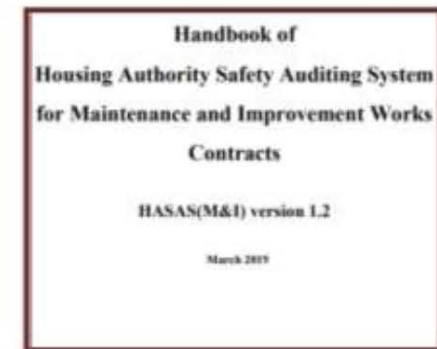


 職業安全健康局
OCCUPATIONAL SAFETY & HEALTH COUNCIL

(4) 18年7月
房委會正式啟動關顧文化計劃



(6) 19年3月
推出房委會安全稽核系統
(屋宇維修保養和
改善工程) 1.2 版



建構以人為本的關顧文化

6 家庭參與活動



以人為本



1 「好人好事」計劃



2 身心健康推廣計劃



3 關顧大使計劃

5 體適能活動



4 關顧樹活動



關顧文化

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關顧獎勵計畫

每月選出最幫助、鼓勵或關顧他人的員工



1 「好人好事」計劃



安全之星

鼓勵員工關心工友安全
並提出改善建議



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2 身心健康推廣計劃



工友驗身計劃



健康講座



戒煙計劃



預防中暑活動



其實我都諗左一系列管理身心健康概措施

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「管工請飲茶」
分區主管定期
與工友聚會溝通
及交流意見



3 關顧大使計劃



委任關顧大使
任命關顧大使定期跟進
員工的工作情況及需要

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4 關顧樹活動



工友每天掛上
家庭成員
的祝福及願望



提醒工友
「開開心心上班去，
平平安安回家來！」



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5 體適能活動



安全施工程序早會

施工前進行伸展運動
及傳遞安全信息

健身運動/健身操
由體適能教練教授
不同類型的健身運動



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6 家庭參與活動



家人同樂日
透過家人的
參與宣揚
關顧文化



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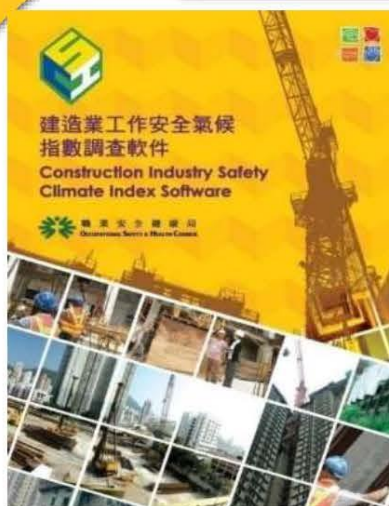
量度關顧計劃的成效

1. 機構及管理層對安全的承諾及重視程度

7. 安全推廣及溝通

6. 安全工作態度及同事間的影響

2. 為安全所提供的資源及其效益

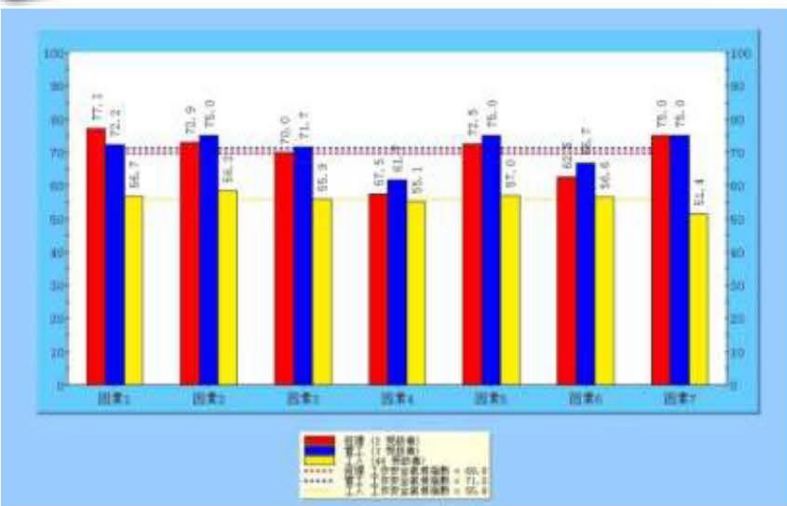


建造業工作安全氣候指數調查

4. 對安全守則及程序的認知

5. 個人對安全及健康事宜的參與

3. 冒險行為及對工作風險的認知



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德蘭修女

只有少數人能做偉大的事情，但是每個人都可以用崇高的愛去做平凡的事。

Few of us can do great things, but all of us can do small things with great love.

善良的話語可以很簡短，卻可以產生無盡的迴響。

Kind words can be short and easy to speak, but their echoes are truly endless.



一同建構以人為本的關顧文化



Here is the footage of

“Safety Forum 2019 for Works Contracts and Property Services Contracts”

which was held on 3 July 2019

by the Hong Kong Housing Authority

The Speaker is

Dr. Winson Yeung Koon Chuen

Principal Consultant of Occupational Safety and Health Council

His topic is Cultivating a People - Centered Caring Culture

Let us invite Principal Consultant of OSHC

Dr Winson Yeung Koon Chuen

to share with us

Building a people oriented caring culture

Dr Yeung, please

Guests, friends from the industry

Greetings

On behalf of Occupational Safety and Health Council (OSHC)

I wish to thank Housing Authority (HA)

for the opportunity to work together

to build a people oriented caring culture in one heart

Just now, several speakers have shared how, in the past years

to raise awareness of occupational safety and health

we have worked with our hearts and made lots of efforts

We see industrial accident rate per 1000 workers

of the construction industry is on the declining trend

But let us look again

In the recent 10 years, the decline has slowed down

This is worrying especially when many contractors

have already set up a safety management system

but if workers or staff

do not feel that the system is helpful to them

and their work attitudes and behaviour do not improve

accidents still happen

So, we support the promotion of HA

Ways to build a people oriented caring culture

is a very important direction for the industry

Let us think, if we promote this culture

will site management mode continue to change?

About 20 years ago, through command or supervision

Supervisors of the main contractors supervised the subcontractors

In the recent 10 years, we have been changing

Through training and guidance, we adopted small groups hoping

that main contractor would partner with the subcontractors

If we take one more step forward

to build a people oriented caring culture

We have to go deeper by way of care and concern

and make the main contractor and subcontractors

have more than a mere partnership relationship

but the feeling of family

with all caring about life

and abide by occupational safety and health

This is of utmost importance

In fact, a caring culture can go far and wide

Video please

If you have noticed the worker in the video

is the first to help people around him

The young boy on the skate board falls carelessly

The worker helps the boy to his feet

Finally, when he is in need

When he is thirsty, someone gives him a glass of water

This is a caring culture

When you take the initiative to help others

others will help you too

This will gradually form a cycle

Love will reach out

A caring culture will be developed

Having said that much, any real examples?

What exactly is a caring culture?

I have researched literature

investigated how it is done in other countries

I have found a very important element

The word CARE goes hand in hand with this element

The word CARE

The first C is Concern

The second A is Appreciation, that is to be thankful

The 3rd is RESPECT, the 4th is EMPATHY

Only if we can do these at work

A little more care, a little more respect

Appreciate people around us a little more

Most important is empathy

Put ourselves in other people's shoes a little more

Understand others a little more

See others' needs a little more

Then we will build a caring culture

I try to incorporate construction industry safety climate index survey

into caring models

Perhaps these actions of care

are already happening in your workplace

For example, C is care

Does the company care about workers' safety?

Will the management discuss safety measures with workers frequently?

Regarding appreciation, does the company encourage

workers to raise up safety improvement suggestions?

Are workers commended for observing safety at work?

Do not take commendations lightly

They mean lots to workers

Then, it is Respect

When the company undertakes risk assessment

or sets up safety procedures

does it seek workers' opinions?

Does the company regularly make improvement accordingly?

In fact, this is a cycle

When your staff raises up an improvement suggestion

and the company puts it into practice

the staff will feel being taken seriously

Gradually they will raise more ideas

This is an important cycle of mutual respect

Lastly, it is Empathy

On the issue of safety, the management level and workers

can communicate effectively

Do not take it lightly

but do see things from others' perspectives

This is very important to build a caring culture

HA was great for it hatched this idea

Let us consider a simple experience

Two years ago, there was a World Congress in Singapore

The caring culture idea was raised

Then HA coordinated contractors

to pilot a caring culture scheme

We organised several symposiums

and collected stakeholders' opinions

Eventually, with the promotion of HA

We put the element of care

into safety auditing system as a criterion

Having mentioned that in putting a caring culture into practice

what specific actions are needed?

I discuss with some contractors

and find that there are 6 very essential activities

I will introduce them one by one

First is "Good People Good Deeds" Scheme

This is supported by many contractors

For example, they organise Caring Awards Schemes

Election of Safety Stars

Every month, they elect the most helpful

encouraging or caring staff members

Put it simply

when a worker sees another on a scaffolding

without a safety harness

he may remind him gently

Just now, DD(DC) made it very clear

By reminding each other

a caring culture can be built gradually

Peer influence is very important

Also, the promotion of physical health and mental health

is very important

A worker with poor physical or mental health is likely to be at risk at work

Many contractors organise many schemes

such as medical check-ups for workers

health talks, no smoking schemes

heat stroke prevention activities in summer

Some have done a great job

Mr. Hung has lots of good examples

Let us watch the video

It calls "PAIRS"

Let us implement by this chance

PAIRS

The crux is

initiatively to adjust our mindset with actively

They are 5 elements

I take the initial of those wordings

Group as "PAIRS"

The content is including

Pay attention

It means facing the problem and looking for the solution

to educate the workman to pay attention to the surroundings

to ensure safety

Active

to face the life challenge positively

Always to keep the positive attitude

We also have Safety Management Reward System

and different kind of promotional health campaign

to improve the positivity of safety and health to workman

Interpersonal communications

To build up a good communication

through daily training of safety and health

to make them to understand that the happiness is coming from safety

The details of construction process are indispensable

When the construction is harmonious

The pressure is getting less

We become more beautiful

Relax

To held more relax and positive promotional campaigns

To improve the knowledge of health to workman and

to face their daily life easily

Smile

To encourage the workman to understand

Happy or not depending on mood

Happiness or not depending on attitude

Trouble is because less smile

Happy is because always smile

Smile is easy

It also is the birth right of all human beings

To motivate workman to have real smile

Everything from heart

After seeing the video, we must remember to care about our workers

Not only their physical health, but also their mental health

Care Ambassador Program

Our Chairman explained very clearly just now

It is not OSHC, not CIC treating workers to a meal

It is the foremen buying good food for workers

and creating a relaxing mood

among foremen and workers for good communication

The commission of Care Ambassadors is very important too

Peers reminders and influence can all build a caring culture

Also, HA has a good suggestion

It never crossed our mind

It is a Caring Tree

What is a Caring Tree?

On the right, you can see

before work every day, workers go to the tree

and hang blessings and well wishes of their family members

For example, on the right bottom corner

children wishing to see their father home early

happily to work, safely to home

I asked some workers while chatting with them

I asked some workers while chatting with them

They remember clearly every word their family said to them

The words keep them alert at work

and more careful, more risk-conscious

Family makes a huge impact, physical fitness too

Now, many contractors practise morning briefing
of safe working cycle and do some stretching exercise
to strengthen muscles and reduce risk of injury

Also, at the bottom left corner
contractors hire fitness coaches to teach workers fitness exercise

More exercise, better health

Like DD(DC) said, workers' health is very important

Family activities
help to promote work safety from the family perspective

This in fact is very important

At the bottom left corner it's family fun day

With family participation, all proclaiming the caring culture

At the top right corner
Often in some prize giving ceremonies
workers are encouraged to invite their families to be witnesses
when they receive prizes

It gives out a very important message
that proper safety is endorsed by the family

It is very important

After launching this caring program
how can its effectiveness be measured?

We have produced
Construction Industry Safety Climate Index Software
to help contractors

It is very convenient with a CD rom, a software

Contractors can use it to assess
whether this caring scheme has any impact on the staff
whether they see the company's commitment

The company is spending lots of resources

Is it effective?

Is risky behaviour reduced?

Is safety awareness enhanced?

Are "individuals' participation" in safety items increased?

Is attitude towards work safety among colleagues improved?

The software can help to assess all these criteria

Lastly, I want to stress the importance of a caring culture

I believe in doing it with our hearts

whether you put your heart to it

the effect will be different

When your heart is there, the work environment

will be safer

the staff will be happier, efficiency will be higher

Lastly, I would borrow a quote from Mother Teresa

“Few of us can do great things

but all of us can do small things with great love.”

but all of us can do small things with great love.”

We will build a caring culture

the effort of one man is not enough

It takes us all to strive with one heart

At work

by care and respect

appreciation, think from other's perspectives

Then, in unity we will build a people oriented caring culture

Then, in unity we will build a people oriented caring culture

Thank you

Thank you, Dr Yeung

Please stay

Dr Yeung will ask the audience a question

Please put up your hand if you have the answer

The right answer will receive a gift coupon

Dr Yeung, please ask your first question

My question is very simple

I have repeatedly mentioned

very important elements of a caring culture

that goes hand in hand with CARE

Who knows the meaning of a letter in the word CARE?

Who knows the meaning of a letter in the word CARE

The friend in the back has raised his hand quickly

Would a staff member hand him the microphone?

Yes, the friend here

Great

His hand was up even before Dr. Yeung asked the question

Respect is a part of CARE

RESPECT

Please give him a round of applause

Congratulations

You will get our gift coupon

Again, thank you for your sharing, Dr. Yeung

Thanks again, please be seated

Right, besides R is for RESPECT

We have to remember CARE

C means Concern for workers

A means Appreciation

R is Respect, finally, E is Empathy

We have to learn sympathy, enthusiasm

communicate with our hearts

and develop a mind of "All for me, Me for all"

It is the feeling we got from the video

We will build a positive cycle

Our work environment

will be safe and healthy, physically and mentally

will be safe and healthy, physically and mentally

Thank you for watching